

Digital inclusion *pillars*



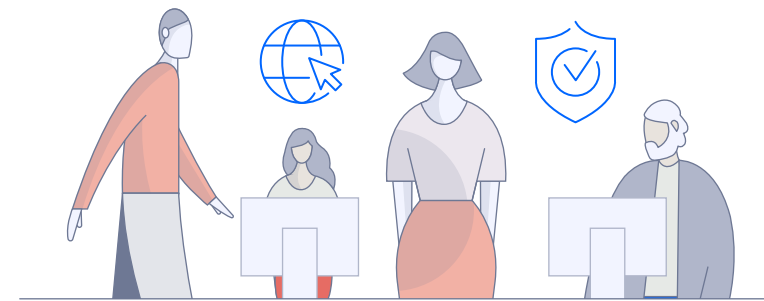
Pillar 1 Inclusive Access

- **Digital technology Access:** seeking to ensure that broadband communications networks are available to everyone and contributing to the provision of affordable digital technologies.
- **School digitalisation:** promoting inclusive learning and supporting school digitalisation through the provision of connectivity, technological equipment, educational digital resources and training on digital skills.
- **Inclusivity for people with disabilities:** leveraging in the power of digitalisation to improve the lives of people with disabilities by ensuring that our digital services can be accessed by all.



Pillar 2 Digital Skills Training

- **Digital literacy:** offering our knowledge and capabilities to improve the digital skills of vulnerable groups and people who need it most.
- **Digital skills development:** training in the knowledge of digital tools and technologies for improving the skills needed for employability or entrepreneurship.
- **Workforce resilience:** promoting reskilling and upskilling programs that develop business-critical skills while improving the employability of professionals.



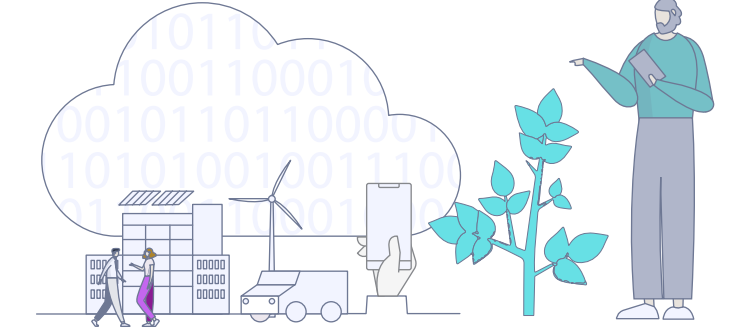
Pillar 3 Safe and Responsible Use of Technology

- **Cybersecurity:** seeking to achieve the level of security in our services that ensures adequate protection of information and the technologies that process it.
- **Privacy and personal data:** generating a relationship of trust with all those with whom we work, by ensuring transparency, respecting individuals' rights and empowering stakeholders.
- **Child rights in the digital environment:** protecting child rights in the digital environment through technological solutions, grievance mechanisms, content blocking, partnerships with stakeholders and massive awareness-raising initiatives.



Pillar 4 Innovation, Artificial Intelligence and Relevant Services

- **Sustainable Innovation:** providing solutions that bring added value to people's daily lives and respond to social challenges tied to health, education, rural economic development and security, among others.
- **Open Innovation and tech ecosystem support:** fostering entrepreneurship, collaboration, standards, and social initiatives to drive innovation, growth, and sustainable development for Telefónica.
- **Ethical Artificial Intelligence (AI):** establishing pioneer principles that play people at the center and ensure respect for human rights, developing the mechanisms that govern the decision-making process and promoting AI literacy.
- **Diversity and inclusivity in research and development:** promoting diversity and fostering inclusive environments where everyone can reach their full potential, thus increasing innovation and generating better business results.



Pillar 5 Sustainable Value Creation

- **Economic contribution:** promoting sustainable growth by ensuring that the increasing use of technology does not negatively impact the environment or communities.
- **Greenhouse Gas Emissions:** reducing the carbon footprint for Scopes 1, 2 and 3. Our targets are aligned with 1.5°C Scenario of the Paris Agreement and validated by SBTi.
- **Ressource efficiency:** seeking to reduce our energy consumption as part of our Global Environmental and Energy Policy.